

The 2014 ACE Satisfaction Survey for the Trade is Now Available

----PLEASE DISTRIBUTE THIS ARTICLE WIDELY WITHIN YOUR ORGANIZATION----

If you are employed as or by a broker, importer, or a land border, ocean, or rail carrier and have an Automated Commercial Environment (ACE) portal account, you are invited to take our 2014 ACE annual survey covering calendar year 2013 activity. We want your feedback on problems and benefits you are experiencing with ACE.

Your participation is completely voluntary and you may take the survey anonymously. The survey only takes about 5-10 minutes to complete unless you add extensive comments. Comments are welcome, because they may provide valuable insights into the operational benefits and issues that ACE presents to entry summary and manifest filers.

WHAT'S NEW?

This year CBP is asking that broker and self-filing importer respondents provide us with cost and time saving information for Periodic Monthly Statement processing, Post Summary Corrections, and Census Warning Override functionality, as appropriate. This information will allow us to better document the benefits of ACE to our stakeholders. It also asks all respondents to identify the most useful functionality currently being used and the most anticipated functionality that is scheduled for delivery.

To see what is planned and when it is scheduled for deployment, click on this link:

http://www.cbp.gov/sites/default/files/documents/ACE_DevDepSched_v5%201%20%2002_17_14.pdf, and go to page 2.

SPREAD THE WORD

If there are others in your company who could provide useful feedback on ACE, please forward this email to them.

KEY POINT

Separate responses are requested from each respondent as collective responses discourage individual comments. Also, adequate weight to collective responses is not given when the survey data is aggregated.

HOW TO ACCESS THE SURVEYS

To access the survey, please click on the appropriate link below:

- <http://www.surveymshare.com/s/AYA9B2C> (All except Spanish speaking southern border motor carriers)
- <http://www.surveymshare.com/s/AYAARFB> (Lengua Española para la frontera sur de los transportistas de motor (Spanish Language for southern border motor carriers))

NEED HELP?

For assistance with the survey, please contact: ACE.OUTCOMES@cbp.dhs.gov.

Thank you for your help in making this survey a success.

The Outcomes and Analysis Branch
Office of International Trade
Customs and Border Protection